

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JUDY SUE HAMPTON

COMPLAINANT

v.

FARMERS RURAL ELECTRIC
COOPERATIVE CORPORATION

DEFENDANT

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CASE NO.
95-576

O R D E R

This case was established on December 13, 1995 as a result of a complaint filed by Judy Sue Hampton regarding the reliability of her electrical service. Since that time, various reports have been filed and informal conferences have been held between the parties and Commission staff, in an attempt to seek a resolution. Through these discussions, it became apparent that Farmers Rural Electric Cooperative Corporation ("Farmers RECC") was in the planning stages of various construction projects that involved upgrades to major portions of the circuit providing service to Ms. Hampton's home. It is the Commission's understanding that the bulk of these projects have now been completed. Although hopefully, these projects have improved the reliability of Ms. Hampton's service, there is the possibility that they have not. If this is the case, then in addition to being advised of the status of Farmers RECC's efforts, it would be important for the Commission

to have adequate information concerning any problems that might still exist with Ms. Hampton's service and an analysis from Farmers RECC of what would be required to resolve these problems. To expedite the process, the information described below should be provided by Farmers RECC and Ms. Hampton. If Ms. Hampton indicates that she is still dissatisfied with her electrical service, Farmers RECC should file a response within two weeks of receipt of Ms. Hampton's response.

IT IS ORDERED that Farmers RECC and Judy Sue Hampton shall file an original and 5 copies of the following information with this Commission, with a copy to all parties of record. The information herein is due no later than 30 days from the date of this Order.

Farmers Rural Electric Cooperative Corporation

1. Provide a report detailing actions taken to resolve Ms. Hampton's service problems since the last report was filed.

2. Farmers RECC's last report contained graphs from a digital recording voltmeter placed at an autoboster near Ms. Hampton's home. Provide similar graphs that cover the last six months. If this is unavailable, provide a reasonable substitute that contains similar information.

Judy Sue Hampton

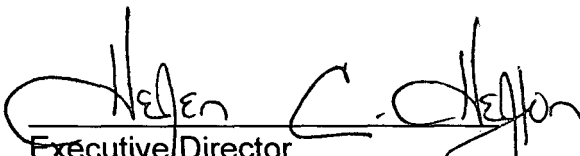
Is your electrical service currently adequate? If not, provide a description of problems you are currently experiencing and at what point you would consider service to be adequate.

Done at Frankfort, Kentucky, this 23rd day of November, 1998.

PUBLIC SERVICE COMMISSION


For the Commission

ATTEST:


Executive Director